

Please complete the following information and mail or fax to:  
Illinois Long Term Care Ombudsman Program  
421 East Capitol Avenue, #100  
Springfield, Illinois 62701-1789 Fax: 217-524-9644

- ☐ **Yes**, I'm interested in volunteer opportunities  
☐ Send me full details and an application today  
☐ Call me at (     )     . The best time to call me is \_\_\_\_\_

*Please print. Thank you.*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

County: \_\_\_\_\_ E-mail: \_\_\_\_\_

## The Rewards

- Bring joy and happiness to someone.
- Advocate for the rights of older adults.
- Hours are flexible – nursing homes and residential care facilities are open 24 hours a day!
- Bring compassion and common sense – we provide the training, ongoing support and supervision.

**You provide the caring,  
watchful eye.**

The Illinois Long Term Care  
Ombudsman Program  
Illinois Department on Aging  
421 E. Capitol Avenue, #100  
Springfield, IL 62701-1789  
FAX: 1-217-524-9644

**Senior HelpLine:**  
**1-800-252-8966**  
(Voice and TTY)

**[www.state.il.us/aging](http://www.state.il.us/aging)**

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966 (Voice and TTY).

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State of Illinois  
Rod R. Blagojevich, Governor

Illinois Department on Aging  
Charles D. Johnson, Director



## Become a LTC Volunteer Ombudsman



**Visit residents  
in nursing homes and  
other long term care  
facilities**

Illinois Department  
on **Aging**



## Who We Are

### What is a Volunteer Ombudsman Representative?

“Ombudsman (pronounced om-budz-man) is a Swedish word meaning citizen’s representative. In Illinois, volunteers represent the Illinois Long Term Care Ombudsman Program when they visit residents in long term care facilities. Volunteers are the eyes and ears of the Ombudsman Program, and they are truly the heart of the program.

### What Does a Volunteer Ombudsman Do?

- Visits residents on a regular basis about once every week or two;
- Listens to residents’ concerns and problems while having a friendly visit; and
- Reports to an Ombudsman Supervisor who will guide and direct volunteers while they respond to the needs of residents.

### What Training Does a Volunteer Receive?

All volunteers receive initial and ongoing training from experts in various areas of elder rights, laws and advocacy.

## What We Do

### What Do I Do When I Visit a Resident?

When initial training is completed, an Ombudsman staff member accompanies the volunteer on the first visit to the long term care facility. The volunteer is given a guided tour of the facility and is introduced to the facility staff. This gives the volunteer an opportunity to become familiar with the facility and to ask the staff questions. After the first visit, the volunteer visits residents regularly to build a bond with them and to show that you are ready to advocate for their rights.

### What is the Commitment and How Often Do I Visit?

We ask for a one year commitment. This enables the volunteer and resident to get to know each other, and the volunteer gains valuable experience as an Ombudsman. Volunteers will usually visit residents in one or two facilities near their home on a regular basis, about once every one or two weeks.

### What Experience and Skills are Needed?

The most important requirements are compassion, respect for older persons, and common sense. We provide the training needed to enable volunteers to help residents know their rights.

## Bill of Rights

### For Long Term Care Residents

1. Free to voice grievances without fear of reprisal.
2. Assured that they can exercise their rights as a resident and as a citizen.
3. Free from mental and physical abuse, and free from chemical and physical restraints.
4. Discharged or transferred only for medical reasons, their own welfare, or nonpayment.
5. Entitled to associate and communicate privately with persons of their choice.
6. Free to participate in social, religious and community activities.
7. Assured access to their personal and medical records, to be informed about their medical condition, to participate in planning their care and treatment.
8. Entitled to manage their personal financial affairs.
9. Entitles the option of keeping and using personal belongings as space permits.
10. Entitled to share a room with one’s spouse.